



September 2021 Bulletin

Pass Me Along to Share with other Stations!

ASSOCIATION CONTEST

CONGRATULATIONS TO THE AUGUST 2021 CONTEST WINNER MOSIA BROTHERS OF MAMARONECK, NY.

Please read through this bulletin for your chance to win!!! Call the office with the correct answer to the trivia question and you will be entered in the monthly drawing for a chance to receive a free month's dues; a value of \$45.00.

ATTORNEY'S CORNER

SO YOU NEED TO HIRE EMPLOYEES? BUSINESS IS GOOD! GREAT!

Now what?

A clear and thorough hiring process is critical to landing the right new employees. Your employee hiring process should be methodical and well thought out.

Once you start the process, you need to consider the exact role you are hiring for and how much you are willing to negotiate once you make an offer.

Are you a C-Store with a gas front end?

Are you looking for cashiers?
Are you looking for a bookkeeper?
Are you looking for gas attendants?
Are you looking for a porter?

Are you a gas station with repair bays?

Are you looking for mechanics? What class?
Are you looking for a bookkeeper?
Are you looking for cashiers?
Are you looking for gas attendants?
Are you looking for a porter?
Are you looking for service writers?

Are you a Repair Shop only?

Are you looking for mechanics? What class?
Are you looking for a bookkeeper?
Are you looking for service writers?

We could go on and on but do you get the picture? Hiring the right person or persons isn't for the faint-hearted. Think of it as the most difficult job you ever attempted.

It probably won't come as a surprise to hear this, but businesses don't run too well without employees. That's why the employee hiring process is such a lengthy and detailed one. If you do it right, you'll find and hire high-quality candidates who stick around and represent your business the way you would.

As a small business owner, you might not know quite where to begin with hiring if you don't have experience in HR, as many small business owners don't, keep reading.

Whether it's your first hire or your thousandth, the process should be pretty smooth, and will become more streamlined the more employees you hire. With any hire, you should take these steps to get your business ready for the new employee.

In some cases, this paperwork could be one and done, where you create a template and just plug in the necessary information for each new hire. In other cases, it can be totally automated.

These are some of the forms that new-hire paperwork can include:

W-4: This helps you figure out the correct amount of taxes to withhold from each paycheck.

I-9: This verifies the employment eligibility of the new hire.

Direct deposit form: This gives you an employee's banking information for easier and faster payment.

Employee handbook: An employee handbook usually lays out the company's mission, vision, policies, dress code, code of conduct, etc.

Acknowledgment form: The new employee confirms that they have read and understood all the necessary documents.

Consent to drug testing: Some companies require new hires to consent to drug testing prior to employment, and to random drug testing throughout the duration of employment. This clause should be in the Employee handbook.

Where do I get all this stuff?

The Employee handbook is easy. The Association can provide one for you, tailored to your company, for a nominal charge. As to the other on-boarding paperwork, you can visit <https://www.ssdgny.org/Member-Benefits/Other-Services>. You will see DOL forms and other employee forms for hire.

Any questions, please call Carla Obalde at 914-698-5188 or me Vincent P. Nesci, Esq., General Counsel, Cell 914-645-7530.

REFERRALS

If you know of a station that needs our services and is interested in becoming a member, refer them to us and upon signing you will receive a \$50.00 Amazon gift card. If you know of someone interested, please contact our Sales Representative Bill Griese at 914-227-0144.



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THE IMPORTANCE OF ONBOARDING NEW EMPLOYEES

ONBOARDING GIVES NEW EMPLOYEES PRACTICAL INFORMATION AND CONFIDENCE AS THEY START OUT IN THEIR NEW POSITION

When it comes to best practices in ensuring employee retention, few things are overlooked as often as the proper onboarding of new employees. Nothing can be more damaging to getting a new employee off on the right foot than doing a poor job with onboarding.

Far too often, managers think that when you start out a new employee, all you have to do is give them a quick introduction to the two or three people they will work most closely with, show them where the bathrooms are, tell them the hours they are expected to be at work and when payday is, and they are good to go.

You may think this is an exaggeration but, unfortunately for many new employees, it is not. Everyone knows the expression: "You get only one chance to make a good first impression." Well, it is also true that you get only one chance to set up a new employee for success. And that is exactly what you are doing with a proper onboarding process. How you go about that, and the level of attention that you give it tells your new employee a lot about you as a manager and how much you value your employees and your culture. Onboarding serves to not only give a new employee practical information that they will need in the job, but having that information gives them confidence as they start out in their new position.

Onboarding begins with a Day One orientation, keeping these best practices in mind:

- Arrange for the employee to meet the owner or general manager. This ensures that the owner has a chance to meet each new employee when they first start, but also makes the new employee feel that he/she is valued enough that the owner would take time out of his/her day to meet them.
- Introduce them to a contact in HR so they know who to go to with questions on payroll, vacation and other related issues.
- Do a personal "walk around" and introduce them to co-workers in their department, as well as any other departments with which they will be working.
- Assign them a "buddy" who they can go to for answers to questions that may arise.

- Ensure that they have a written job description and sit down and review it with them. Take time to answer any questions they may have. Just because it is clear to you what that person's role is doesn't mean that it is clear to them. Also, both you and the employee will need to have a written document for future reference. This is helpful for the employee should they need to jog their memory and get clarification regarding their responsibilities. It is also useful when it comes time for performance evaluations and discussing the meeting of goals and objectives.
- You should have an Employee Handbook in place. If not, you should speak to your HR department about developing one. They are useful in answering questions and ensuring company policies are fully understood.

30-DAY CHECK-IN

Having a well-thought-out and comprehensive Day One orientation sets the stage for success with new employees. However, it is critical to also have a 30-day check-in to ensure things are running along smoothly for them. Some best practices for that check-in process are:

- First, speak with their assigned buddy to get that person's input on the new hire. You want to know how your new employee has been getting along, what questions they have had, and if there were any questions the buddy was unable to answer. This can help guide your discussion with the new employee.
- Set up the 30-day discussion with your employee at least a day or two ahead of time. The employee will be much more prepared to talk if they had time to think about the upcoming meeting and prepare themselves.
- Ask about and answer any questions they may have.
- Ask if there are any resources they need to do their job to which they currently do not have access.
- Give them feedback on how they are doing. And, if there are any developing habits that are of concern, you are much better off to "nip them in the bud" right from the beginning.
- End the conversation by asking what you can do personally as their manager to help them be successful in their role.

If you make the commitment to establish a robust and comprehensive onboarding process such as this, you will find that your business, your employee retention and your company culture will all benefit greatly.

Source: Shop Owner Staff, August 16, 2021



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ELECTRIC VEHICLES: WHAT HV TOOLS & EQUIPMENT DO YOU NEED?

HAVING THE RIGHT TOOLS IS THE FIRST STEP WHEN WORKING WITH HIGH-VOLTAGE SYSTEMS; USING THEM PROPERLY IS THE NEXT ONE.

Working safely with high-voltage (HV) systems is of the utmost importance. In this article we will focus on the tools and equipment needed to properly work on HV systems.

ELECTRICAL SYSTEMS

Although modern EVs vastly differ from one another, they all have one thing in common: an HV electrical system. HV is defined as having greater than 30 volts AC current or 60 volts DC current. Whenever high-voltage is discussed, it should be mentioned that special protective gear and equipment is required to disable/isolate the battery or to perform work on these systems.

SPECIALIZED HAND TOOLS

In addition to special safety gear, working on HV systems requires specific and specialized tools as well. Grabbing any off-the-shelf screwdriver or wrench is not going to cut it when performing work on an HV system. Specialized tools that are insulated for high-voltage are necessary. These specialized tools are typically rated for up to 1,000 volts and are either made out of a non-conductive material, such as plastic, or may be coated to insulate it from electricity. Care must be taken with these tools to ensure that their insulative properties are not compromised. Tossing them in with the rest of the tools in the toolbox can cause abrasions or cuts to the insulation, allowing electricity to flow through them and into the technician.

OTHER TOOLS

In addition to common hand tools, HV systems also require specialty tools for reading the power of the battery and the system in volts and amps. These tools are not only designed to be insulated from high-voltage, they're designed to safely have high-voltage and amperage run through them. Just like the hand tools, these electrical testers and meters need to be handled with care – not only to ensure proper functionality but to minimize the risk of compromising the tool's insulative properties and increasing the risk of deadly electric shock.

Attempting to use a standard DVOM on an HV system will almost undoubtedly have disastrous results. An HV digital volt ohm meter (DVOM) is likely the most common tool that will be used with an HV system. As the name implies, this meter is designed for HV applications and typically can handle up to 1,000 volts. Attempting to use a standard DVOM on an HV system will almost undoubtedly have disastrous results. In addition to the risk of deadly electrocution, the DVOM will almost assuredly be destroyed.

Electrical measurement tools are categorized at different levels, from CAT I to IV. The following are brief explanations of each level:

CAT I. Category I is for measurements performed on circuits not directly connected to mains. Examples are measurements on circuits not derived from mains and specially protected (internal) mains-derived circuits. In the latter case, transient stresses are variable; for that reason, IEC 61010-1-5.4.1(g) requires that the “transient withstand capability” of the equipment is made known to the user.

CAT II. Measurement category II is for measurements performed on circuits directly connected to the low-voltage installation. Examples are measurements on household appliances, portable tools and similar equipment

CAT III. Measurement category III is for measurements performed in the building installation. Examples are measurements on distribution boards, circuit-breakers, wiring (including cables), busbars, junction boxes, switches, socket-outlets in the fixed installation, and equipment for industries.

CAT IV. Measurement category IV is for measurements performed at the source of the low-voltage installation. Examples are electricity meters and measurements on primary overcurrent protection devices and ripple control units

For HV measurement purposes, a minimum of a CAT III meter is required. However, the use of CAT IV is preferred as it adds a better layer of protection when working on a high-voltage system.

PROPER USAGE

Having the right tool and using it correctly are two different things. Other than the safety factor of using the HV-DVOM correctly, it is necessary to know how to obtain proper readings. Testing the meter on a known low-voltage source, such as the vehicle's 12-volt battery, is the first step. This allows the technician to verify not only the proper use of the tool but tool accuracy as well.

Faulty meters or leads can produce a false “zero voltage” reading. You're better off discovering an issue with low-voltage than with high-voltage. Because the HV system circuits are isolated from the vehicle chassis ground, the leads must take readings directly from the HV connections. OEMs will typically provide information on where to measure. Depending on the work that is being performed, the locations to measure may be HV cable ends, connectors or the battery itself.

Another HV tool is a two-pole voltage meter. As the name implies, this tool measures only voltage. Unlike a DVOM, this tool is not dependent on an internal battery to perform its functions. This means that there is no failure to read or reading inaccuracy that can occur due to a low or dead internal battery. In



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addition, unlike the DVOM, there are no settings to adjust or select. This eliminates the potential of having the meter on the wrong setting. Just as with the HV-DVOM, it is a good idea to test the two-pole voltage meter on a known low-voltage source. These meters will often have a function that will allow the technician to simply press a button or buttons on the tester to place a slight load on the circuit, allowing any residual or “ghost” voltage remaining in the circuit after isolation or disconnection to be dissipated. It is important to note that this feature is not designed to discharge a capacitor.

TESTING FOR VOLTAGE

When testing for voltage on an HV system, a good practice is to not only test for voltage between HV+ and HV- but to also test for HV+ to vehicle ground and HV- to vehicle ground (chassis). This helps to identify any potential faults in the HV system that have allowed the high-voltage to break containment and now be flowing through the vehicle chassis. This is important as the possibility of this voltage breach is heightened in the event of a collision but can also occur due to chaffing, chemical deterioration or cuts that compromise the HV wiring insulation. Once you’ve confirmed your voltage with the three-step process, there is still one more step. Take your DVOM or two-pole voltage meter and go back to the same low-voltage source you tested on and take another reading. This is another safety step that helps ensure that there was not an error with the function of the tool when testing the HV system.

MILLIOHM METER

Another tool that is needed for HV systems is a milliohm meter, which will measure very small amounts of electrical resistance. A milliohm is 1/1000th of an ohm.

Measuring such a small amount of electrical resistance is accomplished by two probes that each have two terminals. One of the terminals on each probe provides an electrical charge of typically one amp. The other terminal on each probe reads voltage. This allows the tool to determine the resistance in ohms by applying ohms law, which has an exact and constant relationship between volts, amps and ohms. The tool calculates this quickly and accurately.

With an HV system, due to the high amount of volts and amps, even the smallest resistance in the wiring or components of the system is going to cause issues. Being able to accurately identify and read these small amounts of resistance is imperative and is something a standard ohm meter or DVOM simply cannot do. Accurate measurement in milliohms is important to measure bonding of an HV component to the chassis. Only a good bonding allows the insulation guard in the CU to detect insulation arrows.

Having the proper tools for testing and repairing HV systems is important not only for safety but for accurate electrical measurements as well.

Source: Shop Owner, Bud Center Aug. 20, 2021



Elite's October 12-15th **Fly With the Eagles** **The industry's most powerful** **shop management course**

This is a 4-day course, with each day devoted to a new topic, but you have the option to pick and choose the days you'd like to attend.

October 12th-15th, 7:00am – 5:00pm
Indianapolis, IN

After attending this comprehensive course for shop owners you will be able to

- Fully understand your shop's financials and key performance indicators
- Find and hire superstar service advisors and technicians
- Fill your bays with the right kind of customers through new marketing programs
- Turn your existing employees into self-motivated superstars
- Utilize your step-by-step Action Plan to ensure your ongoing success

- Day 1 – Understanding KPIs & Profit Centers
- Day 2 – Find & Hire Superstar Employees
- Day 3 – Turn Your Employees Into Superstars
- Day 4 – Marketing Auto Service

JASPER, Mitchell I and BOLT ON TECHNOLOGY customers are entitled to a \$400 discount on this course! Just call 800-204-3548 to learn more.

This AMI-accredited course has one objective: to help you create a more profitable, successful business! Bob Cooper built this course from the ground up based on his own success as a shop owner and his experience in helping thousands of other shop owners go right to the top.

This series is now presented by Joe Marconi and Kevin Vaught, who have both experienced extraordinary success as shop owners as well, so it's no surprise that *Fly With the Eagles II* is heralded by many industry leaders as the most powerful shop management series available to shop owners and general managers.



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SURVEY

In the past we have done a survey to see what the going labor rate is in the different counties of NYS. When sending your payment please indicate the labor rate that you charge in your shop. If you have several rates please specify. You can also email this information to cobalde@ssdgn.org.

CLASSIFIEDS

For Sale: Powersports Dealership for sale, Motorcycles, ATVS, UTVS, Snowmobiles, Generators/power washers. Parts & Service dept. 8500 sq. ft. building on 8 acres. Rent or buy. Kawasaki and Arctic Cat, Kymco, Generac generators. We're located on the Newburgh/Marlboro NY, RT 9w. High traffic. Check our website bigboyztoysny.com Call Tony 845-781-3082.

For Sale: NYS Insp. machine & license in Orange County. Asking \$20,000 or best offer. Please call Greg at 845-782-2505.

For Sale: On major state highway. Established Automotive business in the CATSKILLS. Body shop offers 4 plus bays, spray booth w/ complete inventory. Plus, Log home w/3 beds 2 + baths FDR, FIREPLACE. Too much to list. Owner retiring. Priced to sell \$549,000. 845 586 4882.

For Sale: Dutchess County. Selling NYS Inspection License and computer unit for the sum of \$35,000.00. Please contact Thomas DiPerno at T & D Auto Repair (845) 831-6120 between 8am and 3pm Mon – Fri, if no answer, please leave a message.

For Sale: NYS Inspection Machine & License including window tint meter. Westchester, Asking \$20,000 obo, call Ed at 914-659-0453.

For Sale: Auto repair shop of over 30 years closing. All equipment & tools for sale. Call Ed at 914-659-0453.

For Sale: Auto body repair shop in Town of Clarkstown, Rockland County. In business over 50 years. State of the art spray booth able to service small trucks and school buses, mobile spray booth, new diagnostic scanning system, wheel alignment machine, solvent and water-based paint system, brand new lift. Too many new items to list. Serious inquiries only. 845-548-7064, text or leave message. Will get back to you asap.

For Sale: Family owned and operated repair shop for 75 years on City Island, Bronx, NY. Established client base – Corner property 65ft. X 100ft. with 2 bays. Property, Building, Inspection License and Equipment. Please...Serious Inquiries only. Call Dave Carman cell: 646-408-4246.

SCHOLARSHIP RAFFLE TO BENEFIT THE JOSEPH ENGELDRUM MEMORIAL SCHOLARSHIP

Once again our annual dinner will be canceled due to the pandemic that surrounds us. However, we will be selling raffle tickets to aid prizes and the \$1,000.00 scholarship winner.

The donation for a raffle ticket this year is \$25.00, and the prizes are as follows: First Prize \$2,500.00; Second Prize \$1,000.00 and Third Prize \$500.00.

This drawing will be held at the Board of Directors meeting in early December, 2021. The winners of all prizes will be notified then.

If you would like to participate in the drawing you can call the office to set up a payment and we will send you the raffle ticket or you can call your representative to come to your shop.

The Joseph Engledrum Scholarship application will be going out in next month's bulletin.

WELCOME NEW MEMBERS

845 Transmissions
Newburgh, NY

Knuckle Busters Tire & Auto
Poughkeepsie, NY

MF Auto Repair
Katonah, NY



TRIVIA QUESTION

What is the labor rate that your shop charges? Call the office with an answer for a chance to win a free month's dues.

I hope you enjoyed reading this month's bulletin.
Regards,

Carla Obalde

Operations Manager